



## **EH2500 Series Window and Heater Assembly Replacement Kit**

### **Installation/Operation Manual**

**C1491M (7/98)**

#### **1.0 WARNINGS**

Prior to installation and use of this product, the following WARNINGS should be observed.

1. Installation and servicing should only be done by Qualified Service Personnel and conform to all Local codes.
2. Only use replacement parts recommended by Pelco.

#### **The product and/or manual may bear the following marks:**



This symbol indicates that dangerous voltage constituting a risk of electric shock is present within this unit.



This symbol indicates that there are important operating and maintenance instructions in the literature accompanying this unit.

**Please thoroughly familiarize yourself with the information in this manual prior to installation and operation.**

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## 1.1 UNPACKING INSTRUCTIONS

Unpack and inspect all parts carefully.

The following items are supplied:

- 1 Installation/Operation Manual (C1491M)
- 1 EH2500 Series Window and Heater Assembly Replacement Kit; 120 VAC, 24 VAC, or 230 VAC

Be sure to save the shipping carton, boxes and inserts. They are the safest materials in which to make future shipments.

If an item appears to have been damaged in shipment, replace it properly in its box and contact the factory at 1-800-289-9100 or 1-559-292-1981 for a replacement. (International customers fax 1-559-348-1120 for authorization and instructions.)

If an item needs to be returned to the factory for repair, consult the WARRANTY AND RETURN INFORMATION section of this manual for instructions.

## 1.2 RECOMMENDED TOOLS

Pelco does not supply the basic tools needed for the installation process. The following tool is recommended.

Allen head driver, 5/64

## 2.0 DESCRIPTION

The information in this manual covers the installation of the Window and Heater Assembly Replacement Kit for the EH2500 Series dust-tight enclosures.

## 2.1 MODELS

EH25WNDW/HTR-1	EH2500 Series Window and Heater Assembly Replacement Kit, 120 VAC
EH25WNDW/HTR-2	EH2500 Series Window and Heater Assembly Replacement Kit, 24 VAC
EH25WNDW/HTR-3	EH2500 Series Window and Heater Assembly Replacement Kit, 230 VAC

## 3.0 INSTALLATION

**NOTE:** Be sure enclosure power is turned off before working on the enclosure.

**NOTE:** Always use care when removing the camera sled from the EH2500 Series housing. Pull the sled out sufficiently enough to disconnect the heater wiring connector. Damage to the heater wires may occur if the sled is pulled out too far before the wiring connector is separated.

To install the window and heater kit, perform the following steps:

1. Turn off power to the enclosure.
2. Disassemble the enclosure by performing the following steps:
  - a. Loosen the sled assembly from the housing by unscrewing the two screws connecting the rear plate to the housing.
  - b. Pull on the "T" handle and slide the camera sled out of the housing and stop approximately three inches from completely removing the camera sled. Always use care when removing the camera sled from the EH2500 Series housing.
  - c. Disconnect the heater wiring connectors. Damage to the heater wires may occur if the sled is pulled out too far before the wiring connectors are separated.
  - d. Remove the camera sled and examine the rear O-ring for wear. If you notice wear, order the EH25/8104ORKIT O-ring kit. Set the camera sled aside.
3. Unscrew the two screws connecting the viewing window to the housing and set aside.
4. Remove the viewing window and set aside. This may be done by inserting a long screwdriver or other long object into the enclosure and pushing it out. Do not push on the viewing window edge, as the screwdriver may slip and damage the O-ring. (This is an acceptable procedure when you are going to dispose of the viewing window. Use care when removing a viewing window that you want to keep.)

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5. Remove the O-ring from the viewing window and install the O-ring in the replacement viewing window by performing the following steps:
  - a. Be careful not to damage the O-ring when it is removed. If you have trouble removing the O-ring, carefully insert a flat blade screwdriver in the O-ring groove and pull the O-ring out.
  - b. Examine the O-ring for wear. Install the O-ring into the O-ring groove in the replacement viewing window. If you notice wear, order the EH25/8104ORKIT O-ring kit.
6. Position the replacement heater in front of the enclosure so the heater faces inside the enclosure and the metal support plate faces the viewing window.

Route the heater wiring inside the enclosure from the front to the rear.

Place the heater metal support plate inside the lip of the enclosure with the holes in the metal support plate aligned with the screw holes.

Position the viewing window into the front of the housing. (Be sure to position the viewing window so the screw holes are aligned.)
7. Attach the viewing window to the housing with the two screws that you previously removed. Attach firmly but do not over tighten. (If the screws need replacement, use the provided screws. The front screws have threads the length of the screw.)
8. Looking inside the enclosure from the rear, lift the heater wires as you place the camera sled into the sled grooves.
9. Slide the camera sled into the housing and stop approximately three inches from the housing. Attach the heater connectors. Fold the excess heater wiring and tie neatly using the included wire cable ties.
10. Slide the camera sled the rest of the way into the housing. Be careful to make sure the heater wires do not bind or catch on anything.
11. Screw the two rear plate captive screws into the housing. Attach firmly but do not over tighten. (If the screws need replacement, use the provided screws. The rear screws do not have threads the length of the screw.) When fully installed, the rear plate will fit firmly into the rear opening of the housing.
12. Turn on the power.

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## 4.0 WARRANTY AND RETURN INFORMATION

### WARRANTY

Pelco will repair or replace, without charge, any merchandise proved defective in material or workmanship for a period of one year after the date of shipment.

Exceptions to this warranty are as noted below:

- Five years on FT/FR8000 Series fiber optic products.
- Three years on Genex® Series products (multiplexers, server, and keyboard).
- Three years on Camclosure® and fixed camera models, except the CC3701H-2, CC3701H-2X, CC3751H-2, CC3651H-2X, MC3651H-2, and MC3651H-2X camera models, which have a five-year warranty.
- Two years on standard motorized or fixed focal length lenses.
- Two years on Legacy®, CM6700/CM6800/CM9700 Series matrix, and DF5/DF8 Series fixed dome products.
- Two years on Spectra®, Esprit®, ExSite™, and PS20 scanners, including when used in continuous motion applications.
- Two years on Esprit® and WW5700 Series window wiper (excluding wiper blades).
- Eighteen months on DX Series digital video recorders, NVR300 Series network video recorders, and Endura™ Series distributed network-based video products.
- One year (except video heads) on video cassette recorders (VCRs). Video heads will be covered for a period of six months.
- Six months on all pan and tilts, scanners or preset lenses used in continuous motion applications (that is, preset scan, tour and auto scan modes).

Pelco will warrant all replacement parts and repairs for 90 days from the date of Pelco shipment. All goods requiring warranty repair shall be sent freight prepaid to Pelco, Clovis, California. Repairs made necessary by reason of misuse, alteration, normal wear, or accident are not covered under this warranty.

Pelco assumes no risk and shall be subject to no liability for damages or loss resulting from the specific use or application made of the Products. Pelco's liability for any claim, whether based on breach of contract, negligence, infringement of any rights of any party or product liability, relating to the Products shall not exceed the price paid by the Dealer to Pelco for such Products. In no event will Pelco be liable for any special, incidental or consequential damages (including loss of use, loss of profit and claims of third parties) however caused, whether by the negligence of Pelco or otherwise.

The above warranty provides the Dealer with specific legal rights. The Dealer may also have additional rights, which are subject to variation from state to state.

If a warranty repair is required, the Dealer must contact Pelco at (800) 289-9100 or (559) 292-1981 to obtain a Repair Authorization number (RA), and provide the following information:

1. Model and serial number
2. Date of shipment, P.O. number, Sales Order number, or Pelco invoice number
3. Details of the defect or problem

If there is a dispute regarding the warranty of a product which does not fall under the warranty conditions stated above, please include a written explanation with the product when returned. Method of return shipment shall be the same or equal to the method by which the item was received by Pelco.

### RETURNS

In order to expedite parts returned to the factory for repair or credit, please call the factory at (800) 289-9100 or (559) 292-1981 to obtain an authorization number (CA number if returned for credit, and RA number if returned for repair).

All merchandise returned for credit may be subject to a 20% restocking and refurbishing charge. Goods returned for repair or credit should be clearly identified with the assigned CA or RA number and freight should be prepaid. Ship to the appropriate address below.

If you are located within the continental U.S., Alaska, Hawaii or Puerto Rico, send goods to:

Service Department  
Pelco  
3500 Pelco Way  
Clovis, CA 93612-5699

If you are located outside the continental U.S., Alaska, Hawaii or Puerto Rico and are instructed to return goods to the USA, you may do one of the following:

If the goods are to be sent by a COURIER SERVICE, send the goods to:

Pelco  
3500 Pelco Way  
Clovis, CA 93612-5699 USA

If the goods are to be sent by a FREIGHT FORWARDER, send the goods to:

Pelco c/o Expeditors  
473 Eccles Avenue  
South San Francisco, CA 94080 USA  
Phone: 650-737-1700  
Fax: 650-737-0933

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